GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:526
ANSWERED ON:04.12.2003
NON FUNCTIONING OF COUPON VALIDATING MACHINES
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Will the Minister of RAILWAYS be pleased to state:

(a) whether in spite of modification took place recently the Coupon Validation Machines in the suburban stations of Mumbai are not functioning;

(b) whether passengers are compelled to approach the TC to get the coupon rubber stamped due to non-functioning of these machines;

(c) whether the Government have taken note of on the spot study by Mumbai Railway Prabasi Sangh and a leading Newspaper that 75% machines are not functioning;

(d) if so, the type of complaints received in this regard;

(e) the corrective actions being taken/to be taken on non-functioning of these machines;

(f) the details about the tickets, amount validated in each machines, maintenance cost, total cost to run the same at New Delhi Station; and

(g) the details about the proportion ratio ?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BASANAGOUDA R PATIL)

(a): The modified Coupon Validating Machines (CVMs) installed in Mumbai are functioning properly and their rate of failure is low.

(b): Some non-modified machines do intermittently fail. On such occasions, passengers get the coupons manually stamped from the booking counter or ticket checking staff.

(c) & (d): Railway on its own has conducted survey regarding functioning of CVMs and set right the defects of machines. As a result, the complaint rates have come down significantly. Some complaints were received regarding non-functioning of CVMs due to paper jamming on account of improper use of machines such as insertion of non standard paper in the slot etc.

(e): The working of CVMs is being monitored on day-to-day basis at various levels. On account of faulty maintenance, penalty has also been imposed on the manufacturer company to whom Annual Maintenance Contract (AMC) has been given. In addition, a new version of these machines has also been put on trial.

(f): Around 6800 Coupon books were sold at various stations in Delhi area during the period from 01-04-2003 to 30-09-2003 and an amount of around Rs. 2,52,000/- was recovered from sale of these booklets. Maintenance cost of these machines is Rs.3170/- per machine and cost of this machine is Rs.36,698/- per machine.

(g): Around 1.7 % of the total suburban passengers are using CVMs in Delhi area.